



JOB DESCRIPTION

Post: Retail Stock Supervisor, London

Department: Retail London, Tate Commerce

Reporting to: Trading Support Manager

Reporting for: Stock Assistants

The Company Tate Commerce is a wholly owned subsidiary of Tate. Work at Tate Commerce ranges from publishing, retail and merchandising roles to operations, finance and licensing.

Tate Commerce shares Tate's mission to promote public knowledge, understanding and enjoyment of British, modern and contemporary art. Its role is to maximise profits and extend the value of the Tate brand, to support Tate's work and collection.

We are committed to reducing our carbon footprint and protect the environment and expect all staff to adhere to our Environmental Policy which can be found [here](#).

The Department The Stock Team works within the Retail department to support the effective running of Tate's retail outlets, ensuring stock is in the right place at the right time to deliver excellent customer service and achieve commercial objectives.

We work closely with Tate Commerce colleagues and other front of house teams to deliver an outstanding experience to all of Tate's visitors. We are a large and diverse team of customer-focused professionals, passionate about delivering an exceptional customer experience and generating income that supports the work of Tate.



The Disability Confident Scheme
Tate is committed to the employment, retention, training and career development of disabled people. In recognition of our commitment, Tate has been awarded the Disability Confident Symbol.





Purpose of the job:

The Stock Supervisor is a back-of-house role, leading the Stock Team to support the Retail team in delivering the best possible in-store visitor experience by ensuring stock is accurately processed and made available when needed. The Stock Supervisor will be a visible point of contact for Stock Assistants and will support the Retail Management team with day-to-day operational requirements and wider business objectives.

Main responsibilities and duties:

In addition to the duties listed below, you will support the day-to-day running of stock operations by motivating and empowering the Stock Assistant team. You will ensure stock is received, stored, moved and dispatched accurately and efficiently, and that stock integrity is maintained across all retail sites. You will also maintain excellent back-of-house standards and work closely with the wider Retail team to support a consistently strong visitor experience.

- Supervise the accurate processing and receipt of all incoming stock deliveries within agreed timescales
- Implement processes to ensure delivery discrepancies, damages and errors are recorded and reported correctly, and followed up where necessary
- Maintain accurate and timely dispatch of OP book returns, customer orders and other outgoing stock, including preparing paperwork and supporting courier collections
- Manage a team of Stock Assistants across London sites – including managing probationary periods, holding Personal Development Reviews supported by one-to-ones throughout the year
- Empower and motivate the retail stock team to deliver company goals and objectives whilst demonstrating Tate's values and behaviours
- Supervise daily stock operations, maintaining effective communication and collaboration between the stock team and the wider retail team
- Set clear expectations for presentation, time and attendance and conduct at work, and address issues in line with Tate policies
- Support performance management within the Stock Team, ensuring required training is completed and that further development needs are identified and actioned
- Support recruitment processes including shortlisting, selection, onboarding and inductions
- Ensure compliance with health and safety, data protection (including GDPR), stock handling and stock security policies and procedures



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- Lead the Stock Team to support excellent visitor experience by ensuring strong product availability and high back-of-house standards
- Supervise and maintain high standards of housekeeping in stock areas, including ensuring all H&S policies and procedures are adhered to
- Work with the Retail Management team to deliver rolling stock checks across London sites and support biannual whole-company stocktakes
- Maintain an organised, safe and efficient stock environment (warehouse, packing and back office), including effective space management and clear labelling
- Ensure robust processes are in place to maintain accurate stock handling across retail sites
- Support the delivery of projects and operational objectives as required

What you will bring to the team:

- Supervisory experience, with a passion for working with and leading large, diverse teams
- A commitment to proactively developing team members
- Ability to motivate and inspire teams to deliver business goals
- Demonstrable understanding of equality, diversity, inclusion and accessibility, alongside a commitment to making progress in these areas
- Attention to detail and a proactive approach to problem solving
- Excellent interpersonal and collaboration skills, ability to work successfully with and influence stakeholders and colleagues
- Resilience, openness to change and ability to think creatively
- Strong health and safety awareness in a stock/warehouse environment (e.g., safe manual handling and working practices)
- High personal standards of customer service, and ability to develop a culture of enhancing the visitors' experience
- Experience in stock control and inventory accuracy (goods-in/goods-out, stock movements, cycle counts and supporting stocktakes)
- Understanding of retail trading and commercial KPIs, and how stock accuracy and availability impact performance
- Technically proficient, with proven capability using stock management systems and the Microsoft Office suite
- Ability to work collaboratively with a diverse range of colleagues and treat all colleagues with dignity and respect
- A passion for and commitment to the work of Tate
- Ability to work flexibly on a rota pattern, including working weekends, public holidays and early morning or late evening shifts



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